

# SAP C\_C4H56\_2411 Latest Test Format, Valid C\_C4H56\_2411 Test Blueprint



## SAP C\_C4H56\_2411 SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2

**Questions & Answers PDF  
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## SAP Certified Associate - Implementation Consultant - SAP Service Cloud Version 2 Sample Questions (Q58-Q63):

### NEW QUESTION # 58

Which objects are determined when you are using case routing in SAP Service Cloud Version 2? Note: There are 2 correct answers to this question.

- A. Employee
- B. Account
- C. Service category
- D. Service team

**Answer: A,D**

Explanation:

In SAP Service Cloud V2, case routing determines the Employee or Service team responsible for handling a case based on conditions like case type or priority. According to SAP documentation, "Case routing rules are used to assign cases to specific employees or service teams based on predefined criteria." Service category (B) is an input condition, not a determined object. Account (C) is a case attribute but not typically determined by routing rules.

Reference:

SAP Help Portal: Case Routing Configuration in SAP Service Cloud V2

SAP Learning: Case Routing Rules

### NEW QUESTION # 59

Which of the following objects can be replicated from SAP Service Cloud Version 2 to SAP S/4HANA? Note: There are 2 correct answers to this question.

- A. Products
- B. Service contracts
- C. Registered products
- D. Contacts

**Answer: C,D**

### NEW QUESTION # 60

You have integrated Microsoft Teams with SAP Service Cloud Version 2.

Where can service agents start sharing workspaces for cases by clicking on the Share Workspace icon? Note: There are 2 correct answers to this question.

- A. In the interaction log
- B. In the case worklist
- C. In Agent Desktop
- D. In the case

**Answer: C,D**

### NEW QUESTION # 61

What are the prerequisites for integrating external systems into Agent Desktop? Note: There are 2 correct answers to this question.

- A. SAP Event Mesh
- B. SAP Build Apps
- C. SAP Cloud Integration
- D. Machine learning

**Answer: A,C**

### NEW QUESTION # 62

You want to assign a value to a specific field based on another field value calculation. Which of the following can you create to enable the field calculation?

- A. A page layout
- B. An autoflow
- **C. A determination**
- D. A workflow

**Answer: C**

Explanation:

[https://help.sap.com/docs/CX\\_NG\\_SVC/56436b4e8fa84dc8b4408c7795a012c4/2906ec73fa1d4af39f38a215f82a76f1.html?q=provision%20new%20tenants%20through%20SAP%20for%20Me](https://help.sap.com/docs/CX_NG_SVC/56436b4e8fa84dc8b4408c7795a012c4/2906ec73fa1d4af39f38a215f82a76f1.html?q=provision%20new%20tenants%20through%20SAP%20for%20Me).

### NEW QUESTION # 63

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